DOMESTIC FIRE RESTORATION

In this issue of the Newsletter, we review a fire damage Restoration claim involving a family home.

A home in Sydney's west was engulfed in smoke and soot when a small fire started on the cook-top in the kitchen. Fortunately the NSW Fire & Rescue officers attended quickly and doused the flames and extinguished the fire. Unfortunately the smoke and soot from the fire travelled throughout the entire home, leaving a thin film of soot on the structure and contents. The resident of the home called their Insurer and an Assessor was immediately engaged to manage the claim. Once the Assessor inspected the damage they called ADR for assistance. ADR's Practice Leader for Fire damage claims attended shortly after to conduct a site inspection and provide the Assessor with a scope and estimate to Restore the contents and structure of the home to a pre-Event state. The scope included decontamination of all walls, ceilings and fittings throughout the home (excluding the kitchen which was beyond Restoration) and the Restoration of the contents. In this case, ADR were able to install a temporary zip wall at the entrance of the kitchen to contain the severely burnt area and then decontaminate one section of the home to use as a storage area for the Restored contents. This enabled ADR to conduct the Restoration of the majority of the contents on-site, therefore negating the need to manifest, pack-out and transport the items to the ADR facility, thus saving thousands of dollars for the Insurer and a substantial amount of time for the Insured. As is typical with domestic claims, there were a number of electronic and electrical items in the home. All of these items were manifested, removed and transported to ADR where an experienced electronics technician examined each piece to determine if it was affected by the soot and the feasibility of Restoration. Restoration feasibility is determined on two grounds:

1. Technically – is it actually possible to Restore the item?
2. Economically – is the cost to Restore less than the cost to replace the item?

Once the inspection was complete, a detailed manifest was sent to the Assessor to advise the Insurer of the status of the contents. On this occasion, the vast majority of electronic and electrical items were Restorable and ultimately were returned to the Insured at the completion of the structural Restoration. ADR's Operators conducted the Restoration of the walls, ceilings, floors and fittings concurrently with the contents Restoration, co-ordinating two teams of staff as they progressed through the house. This approach saves considerable time on the Restoration of the home and contents, which ultimately allows the Insured to move back into their home with their belongings much quicker. This also saves the Insurer further costs related to alternate accommodations for the Insured during the Restoration.

ADR UPDATE

Did you know, that ADR offers 24/7 emergency mitigation services to the Greater Sydney region. We have teams of experienced Operators on-call and ready to respond to any urgent request for assistance across Sydney. Call our toll free number and follow the prompts to be connected with our 24 hour emergency response team.

24 HOUR HOTLINE
1300 853 920

Our Technical & Engineering and Documents & Records Restoration services are offered on a nationwide basis.

COMIC RECOVERY

"So Ma'am, let me get this right, your toddler jammed toast in the DVD player and now you want our technicians to inspect it for damage?"

CUSTOMER SERVICE